

**Raleigh-Wake Co. 9-1-1 Center**  
**General Statistics**  
**May 2010**

**Personnel Information**

<u>Position</u>	<u>Auth</u>	<u>Vacant</u>	<u>Position</u>	<u>Auth</u>	<u>Vacant</u>
<b>Administration</b>			<b>Operations</b>		
Director	1	0	Shift Supervisors	10	0
Deputy Director	2	0	EMD Supervisor	1	0
Technical Staff	11	0	Telecommunicators	60	02
Training Staff	4	0	Call Takers	<u>11</u>	<u>1</u>
CALEA Manager	1	0	<b>Operations Totals</b>	<b>82</b>	<b>03</b>
Staff Support	<u>1</u>	<u>0</u>			
<b>Admin Totals</b>	<b>20</b>	<b>0</b>	<b>Center Totals</b>	<b>102</b>	<b>03</b>

**Operations Statistics**

<b>Telephone</b>	<b>Apr '10</b>	<b>May '10</b>
Incoming 9-1-1 calls	42,220	44,699
Incoming 7-digit calls	23,972	25,192
Total incoming phone calls received this month	66,192	69,891
Total incoming phone calls received year to date		321,458
Daily average 9-1-1 calls received	1,407	1,442
Number of Wireless 9-1-1 calls received this month	28,346	30,614
Number of Language Line calls received this month	441	509
Number of Outgoing calls this month	21,852	23,015

**Dispatch**

Law agencies this month	25,807	26,928
Fire agencies this month	4,981	5,081
EMS agencies this month	6,414	6,674
Total public safety dispatches this month	37,202	38,683
Total public safety dispatches year to date		181,858
Daily average public safety dispatches	1,240	1,248
Total non-public safety dispatches this month	791	906

**Feedbacks (updated quarterly)**

Total Feedbacks received this quarter	19
Total Feedbacks received year to date	19

Feedback types	Quarter	Year
Commendations	07	07
Complaints	04	04
Valid	02	02
Not valid	02	02
Inquiries	08	08

Feedbacks received by shift

Day Shift (0630 – 1830)	15	15
Night Shift (1830 – 0630)	04	04

Feedbacks received by Crews (quarter / year)

A Crew	06 / 06	B Crew	03 / 03	C Crew	02 / 02
D Crew	02 / 02	E Crew	03 / 03	Other	03 / 03